



### **The Positions**

#### **Integrated Case Worker II**

Working under general supervision, the Integrated Case Worker II is the journey working level in the Integrated Case Worker series. An Integrated Case Worker II applies regulations and procedures to determine eligibility of applicants and recipients for multiple public assistance benefits; provides basic employment services to clients; performs casework management duties for both benefit and employment services, and performs related duties as required. Employees at this level are expected to independently determine eligibility for multiple public assistance programs, provide basic employment services, and perform integrated case management.

#### **Integrated Case Worker III**

Under general supervision the Integrated Case Worker III, provides expert advice to case carrying staff to assist in the provision of a variety of public assistance benefits and employment services; assists in the management of integrated cases; performs specialized caseload management and employment assignments requiring an advanced level of technical knowledge in public assistance and employment services programs; serves as lead worker and expert resource to other staff; may carry a limited caseload of the more difficult cases; and performs related duties as required.

**REVISED TO CHANGE THE RECRUITMENT FROM COUNTY PROMOTIONAL TO OPEN TO THE PUBLIC AND TO EXTEND THE APPLICATION DEADLINE.**

## **Integrated Case Worker II or III**

### **Alpine County**

### **Health and Human Services**

#### **Monthly Salary:**

Integrated Case Worker II: \$3,265 - \$3,969

Integrated Case Worker III: \$3,428 - \$4,167

#### **Application Deadline:**

Friday, October 24, 2014

5:00 p.m. PST

#### **Tentative Examination Dates:**

Written Exam (Integrated Case Worker II Only):

Saturday, November 15, 2014

Oral Exam: Week of December 1, 2014

Examinations will be held in Alpine County

#### **Location:**

The resulting list will be used to fill vacancies in  
Markleeville, California

### **Additional Information**

A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Position may require pre-employment drug testing, physical and fingerprinting for a background investigation.

There is no existing eligible list. The eligible list established from this recruitment will be used to fill part-time and full-time regular, limited-term or extra-help positions as vacancies occur or the need arises.

### **Alpine County**

Alpine County has the smallest population of all counties in California (about 1200 people), and is located along the crest of the central Sierra Nevada. It is South of Lake Tahoe and North of Yosemite.

Most of the County's population is concentrated around the few mountain communities of Woodfords, Bear Valley, Kirkwood, and the county seat of Markleeville.

Since Alpine County has no incorporated cities, most public services are provided by county departments and agencies. The County's economy is based on recreation and tourism. Popular activities which can be enjoyed almost everywhere in the county include: hiking, fishing, photography, camping, boating, river rafting, horseback riding, downhill and cross-country skiing, snowmobiling, cycling, hunting, and climbing.

## MINIMUM QUALIFICATIONS

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

### **Desirable Qualifications (both levels)**

C-IV experience is desired.

### **Integrated Case Worker II**

#### **EITHER**

One year of full-time experience comparable to an Integrated Case Worker I.

#### **OR**

Two years of full-time experience performing vocational guidance services, employment counseling or placement work, **AND** completion of the equivalent of 15 semester units (22 quarter units) or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business school, or employer provided career development training.

#### **OR**

Thirty (30) months of full-time experience performing vocation guidance services, employment counseling or placement work.

#### **OR**

A Bachelor's degree in a behavioral science (psychology, sociology, social work, counseling, vocational guidance), education, business/public administration or a closely related field or a field that is closely related to the provision of employment services, **AND** six months experience performing vocational guidance, employment counseling or placement services.

**Note:** Qualifying experience must have included duties and responsibilities involving assessment of income and/or other qualifications needed to participate in programs.

### **Integrated Case Worker III**

#### **EITHER**

One year of full-time experience comparable to an Integrated Case Worker II

#### **OR**

Six (6) months of full-time experience comparable to an Integrated Case Worker II and completion of 15 semester units (22 quarter units) or 15 continuing education credits in behavioral science in sociology, psychology, counseling, vocational guidance or any coursework related to the provision of employment services. This required coursework may be obtained through colleges, universities, university extension, business school, or employer provided career development training.

## Integrated Case Worker II

The following may be tested in the examination:

### Knowledge of:

- Regulations and procedures governing eligibility determinations and granting of aid for assigned program areas
- Community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services
- General goals and purposes of public social services and public assistance programs
- Techniques for interviewing and gathering information from a varied population
- Basic labor market and needed employment skills and abilities
- Mathematics sufficient to interpret client income and expense information to calculate benefits within program requirements
- Group presentation techniques
- Standard office practices and procedures, including operation of standard and automated office equipment including basic computer applications
- Record keeping principles and practices
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

### Ability to:

- Read, apply, and explain regulations, procedures and policies governing employment services programs
- Understand and apply vocational guidance, work-readiness appraisal, employment plan, assessment theory and concepts
- Understand and apply methods and procedures for mitigation/reduction of barriers to employment
- Apply appropriate case-management techniques
- Motivate clients
- Collect and analyze data, information and situations, draw logical conclusions, and make appropriate recommendations, independent judgments and decisions
- Communicate clear and accurate information regarding clients, both orally and in writing
- Organize and prioritize work assignments
- Maintain accurate and systematic records
- Prepare statistical and narrative reports
- Understand program objectives in relation to departmental goals and procedures
- Use automated technology to maintain records and files
- Establish and maintain cooperative working relationships with fellow employees, clients and the general public
- Carry out assignments and projects without detailed instructions.

## Integrated Case Worker III

The following may be tested in the examination:

### Knowledge of:

- Community resources providing social, health, nutrition, housing, employment, training, child care, transportation and other necessary client services
- General goals and purposes of public social services and public assistance programs
- In-depth interactive interviewing and information gathering techniques
- Laws, rules and regulations governing public funded employment and training programs
- Customary practices used in employment training and job placement
- Hiring trends and practices in the private and public sector
- General theory and techniques in career planning, vocational guidance programs and employment guidance
- Standard office practices and procedures, including filing and operation of standard and automated office equipment including basic computer applications
- Record keeping principles and practices
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

### Ability to:

- Read, apply, and explain complex regulations, procedures and policies governing public assistance and employment services programs
- Understand and apply vocational guidance, work-readiness appraisal, employment plan, and assessment theory and concepts
- Understand and apply methods and procedures for mitigation/reduction of barriers to employment
- Motivate clients
- Draw logical conclusions and make appropriate recommendations, independent judgments and decisions;
- Communicate clear and accurate information regarding clients, both orally in writing.
- Organize and prioritize work assignments
- Maintain accurate and systematic records
- Prepare statistical and narrative reports
- Use automated technology to maintain records and files
- Train and guide other staff in the more complex activities
- Establish and maintain cooperative working relationships with fellow employees, clients, partners, outside agencies and the general public.

## EXAMINATION INFORMATION

MSS reserves the right to revise the examination plan if the circumstances under which this examination was planned change. The examination process may include one or more of the following components: application evaluation, computer skills assessment, supplemental questionnaire, written examination, job related exercise, and/or a structured oral examination. Candidates will be notified of any changes to the examination plan as posted on this job bulletin.

### **Integrated Case Worker II**

**The examination components may consist of:**

#### **WRITTEN EXAMINATION**

This examination will be weighted: 50%

Categories tested may include:

- General Office Skills – Numerical and Alphabetical Filing
- Analytical Ability
- Interviewing Principles
- Written Communication
- Interpersonal Skills/Customer Service
- Employment and Training/Social Services
- Benefit Determinations

#### **ORAL EXAMINATION**

This examination will be weighted: 50%

Categories tested may include:

- Communication (Oral and Written)
- Computer Knowledge
- Education, Experience and Training
- Initiative
- Interpersonal Relations
- Job Related Knowledge and Skills
- Planning/organizational Skills

### **Integrated Case Worker III**

**The examination component may consists of an:**

#### **ORAL EXAMINATION**

This examination will be weighted: 100%

Categories tested may include:

- Education, Experience & Training
- Job Related Knowledge & Skills
- Lead Work
- Planning/Organizational Skills

### **HOW TO APPLY FOR THIS EXAMINATION**

Applicants must submit a completed MSS application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto [www.mss.ca.gov](http://www.mss.ca.gov) and following the instructions.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. Faxing or mailing your application does not guarantee that your application will be among those approved. POSTMARKS ARE NOT ACCEPTED.

Application packets may be obtained by contacting MSS, or the Social Services, Child Support, or HR Department in the county.

#### **MERIT SYSTEM SERVICES**

241 Lathrop Way, Sacramento, CA 95815

Website: [www.mss.ca.gov](http://www.mss.ca.gov)

Email: [mss@cpsshr.us](mailto:mss@cpsshr.us)

Phone: (916) 263-3614

**Note:** Your application and any additional material become the property of MSS. **Please make a copy for your file.**

**This job bulletin will not be available online after the application deadline. Please print a copy for your records.**

### **FOREIGN EDUCATION**

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline.

Organizations that provide foreign education credential evaluation services can be found at [www.naces.org](http://www.naces.org). MSS will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to MSS at 916-648-1211 or email them to [mss@cpsshr.us](mailto:mss@cpsshr.us) prior to the application deadline.

### **EXAMINATION NOTIFICATION**

MSS will send you an email informing you of your status once it has been determined. Candidates who apply via a paper application and do not supply us with an email address will receive all recruitment notification via United States Postal Service. Selected applicants will be invited to the next step of the examination process. If you have not received notice at least two (2) working days prior to the tentative test date, please contact Merit System Services at [mss@cpsshr.us](mailto:mss@cpsshr.us).

Some positions require that all approved candidates take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral exam for this position please note the following: Prior to being scheduled for the oral examination, you will receive an email from Merit System Services, [mss@cpsshr.us](mailto:mss@cpsshr.us), asking you to confirm your interest in the position and your availability to attend the exam on a specific date. If you do not reply to the e-mail sent to you by the specified deadline or you are not available on the specified exam date, you will not be scheduled for the oral exam.

### **SPECIAL TESTING ARRANGEMENTS**

Special testing arrangements may be made to accommodate applicants with disabilities or whose religious convictions prevent them from testing on a specific date. If you require such arrangements, it is your responsibility to contact MSS at [mss@cpsshr.us](mailto:mss@cpsshr.us) within five (5) days of the date on your letter/email notifying you that you have been invited to move forward in the exam process.

*Nothing in this recruitment bulletin constitutes an expressed or implied contract. MSS reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.*

**Integrated Case Worker II or III**  
**Alpine County Health & Human Services**  
**APPLICATION DEADLINE: Friday, October 24, 2014**

**IF YOU WISH TO HAVE YOUR APPLICATION EVALUATED BASED ON YOUR COURSEWORK, THIS FORM MUST BE SUBMITTED WITH THE APPLICATION. FOR APPLICANTS WHO APPLY ONLINE, THE QUESTIONS WILL BE AVAILABLE IN THE SUPPLEMENTAL SECTION OF THE ONLINE APPLICATION.**

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